

Agincourt Community Services Association Homeless and Outreach Services Voluntary Trusteeship Case Manager

ACSA Main Office

4155 Sheppard Ave East,
Suite 100
Toronto, Ontario, M1S 1T4
Tel: 416-321-6912
Fax: 416-321-6922

ACSA Child and Family Centre

4139 Sheppard Ave East
Toronto, Ontario, M1S 1T1
Tel: 416-299-9872

ANC Dorset Park

880 Ellesmere Rd, Suite 204
Toronto, Ontario, M1P 2W6
Tel: 416-332-0997
Fax: 416-332-9506

ANC Steeles-L'Amoreaux

331 Glendower Circuit, Unit 6
Toronto, Ontario, M1T 2T7
Tel: 416-609-9393
Fax: 416-609-3896

Chester Le Community Corner

160 Chester Le Blvd, Unit 142
Toronto, Ontario, M1W 2N1
Tel: 416-491-3456
Fax: 416-491-1686

Local Immigration Partnership

331 Glendower Circuit, Unit 6
Toronto, Ontario, M1T 2T7
Tel: 416-609-9393
Fax: 416-609-3896

Immigrant Settlement and Adaptation Program (ISAP)

1911 Kennedy Rd., Unit 105,
Toronto, Ontario, M1P 2L9
Tel: 416-292-6912
Fax: 416-292-6913

Position Description

Responsible for the provision of case management and financial supports for homeless and formerly homeless adults living in the community in conjunction with client's caseworkers and key stakeholders. The Case Manager will assist the Program Coordinator in launching the Voluntary Trusteeship program with the support and oversight of the Homeless and Outreach Services Manager. Will assist in developing program materials, practices and tools for administering the trusteeship program in conjunction with the Finance department. Will assist in administering the daily accounting and financial management of the program, and provide clients with office-based case management including budgeting, financial literacy counselling and housing retention support. Collaborate with other ACSA Homeless & Outreach Services programs, assisting with financial literacy consultations and workshops to those program participants.

Responsibilities

- Assist in developing program materials, practices and tools in collaboration with Finance staff and Manager.
- Provide voluntary trusteeship and financial literacy one-to-one counselling for program participants including arranging appropriate benefits and entitlements from OW, ODSP, pensions etc. Assist participants with access to income and financial management as required.
- Maintain up to date client records and complete reporting required by funders and supervisor.
- Maintain accurate accounting of trusteeship records, petty cash and any other necessary records.
- Identify and implement harm reduction strategies as needed and appropriate. Integrate harm reduction strategies into client budget and housing retention strategies.
- Work collaboratively with voluntary trusteeship clients' existing case managers to coordinate delivery of service and transfer financial literacy education and skills
- Assist in developing and delivering financial literacy workshops

Other Duties

- Collaborate with and support the work of Homeless & Outreach staff members
- Actively participate in regular supervision sessions and team meetings
- Participate in ACSA meetings and other duties as assigned
- Identify and attend training sessions related to this position
- Submit reports as required
- Other duties as assigned

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Education, Knowledge and Skills

- Diploma/Degree in Social Services/Health and a minimum of one year related experience, or a combined equivalent of education and experience. Case management experience an asset.
- Excellent skills in budgeting, accounting and money management. Experience in financial literacy education an asset.
- Experience with clients living with addictions and/or mental health issues and homelessness an asset
- Excellent interpersonal and organizational skills, sound counselling skills, strong boundaries, and ability to form relationships with marginalized individuals
- Sound judgment and good problem-solving skills
- Excellent crisis management skills
- Strong skills in Microsoft Word, Outlook and Excel. Demonstration may be requested.
- Experience with case management database entry required. Experience with Pirouette an asset.
- Clear and concise writing skills; able to write in both formal and accessible language
- Knowledge of Toronto resources for homelessness, health, mental health and substance abuse. Knowledge of Scarborough resources an asset.
- Ability to work effectively and professionally when under pressure
- Experience with workshop facilitation an asset
- Valid Driver's License and clean Driver's Abstract an asset
- Crisis Intervention, First Aid and CPR certification

Accountability

Reports to the Voluntary Trusteeship Program Coordinator

Compensation

Commensurate with level of education and experience

Term

1-year Contract; 21hrs/week

Please apply via fax or email (cover letter & resume in one attachment) to:

Attention: Manager of Homeless and Outreach Services

Fax: 416.321.6922

info@agincourtcommunityservices.com

No phone calls please.

Deadline: December 23rd, 2011, 5pm

Interviews: Late December – Early January

Positions Start Date: mid-January 2012